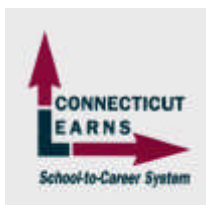


Industry Skills Standards

*Jobs and Skill Requirements
for Entry-Level Workers
2000-2005*

Government, Education
& Human Services

A project of the
Connecticut Business & Industry Association,
in collaboration with the
School-to-Career Partnership
of the State Departments of Education, Higher
Education and Labor.



An Introduction to the Government, Education, and Human Services Cluster

This cluster includes such jobs as teachers at any level, educational administrators, political office-holders, government service workers, social workers, psychologists, librarians, public safety workers (police and fire) and legal professionals

State and local government — the public sector — hires many of the people who are educated as teachers, social workers and police and firefighters. Some lawyers and psychologists also work in government, but most of them are in the private sector.

Although some jobs in public safety can be entered with a high school diploma and specialized training, almost all jobs in this cluster require additional education beyond high school, usually a bachelor's or graduate degree.

The high school academic background needed to prepare for careers in this cluster would focus on history, political science, English, science, human development, psychology, sociology and using computers.

Something to Consider

State and local government together employ a very large group of workers in Connecticut. The number has gone up steadily over the past several decades. Although there is now a trend to try to reduce the size of government, there does not appear to be a decline in the number of people who need services. After several years of declining enrollment in schools, all grades are now showing an increase,

which has led to a need for more teachers, particularly in the sciences and in math.

Working in jobs in this cluster might appeal to people who have an interest in how government functions and how it can help people, who care about helping people solve their problems, who know that they enjoy helping other people learn, who like working with people, and who have an interest in how laws are passed and interpreted and how they can be used to help settle disputes and protect the public.

Some Examples of What a Student Might Do

Teachers work in various settings: in day care, pre-school, and kindergarten through 12th grade; in community and technical colleges; and in four-year colleges and universities. **Social workers** provide services to individuals and families who may need help in working out personal problems or in getting needed services from the government. **Police and firefighters** provide order and safety. **Librarians** are trained to help people get information. **Lawyers and legal assistants** help individuals, businesses and organizations when they need to use the legal system. Cities and towns hire **managers and municipal workers** to run the business of local government. State and federal government hire a broad range of people to staff and manage government functions, such as **managers, researchers, computer analysts, secretaries** and many others.

GOVERNMENT, EDUCATION, AND HUMAN SERVICES CLUSTER

JOB CATEGORIES AND SELECTED JOB TITLES

Government, education and human services professionals have identified the job categories and titles they project will be in demand over the next five years. Education level requirements are indicated for each job requirement so those students can plan their coursework accordingly. However, there is some flexibility within these educational guidelines. What is checked represents the minimum amount of education required. (Note: * = appears in other clusters, % = certification required.)

Child Services/Early Childhood

Primary Function: Provide education, counseling, mediation and residential management for children and adolescents, information for their parents, and coordinate the administration of schools with community services.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Child Care Resource & Referral Counselor			X	
Child Services Worker			X	
Early Childhood Educator/Teacher%				X
Juvenile Justice Advocate		X		
Library Technical Assistant		X		
Parent Educator		X		
Preschool Coordinator/Administrator		X		
School Social Worker%				X
Teacher's Aide		X		
Youth Services Officer		X		
Youth Services Residential Supervisor		X		

Administrative/Clerical

Primary Function: Provide administrative and customer service support for public-sector agencies.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Administrative Assistant*		X		
Clerk Typist*	X			
Court Stenographer		X		
Hearing Reporter		X		
Legal Assistant*		X		

Receptionist*	X			
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Human and Social Services

Primary Function Provide crisis intervention, therapy and care for families and individuals of all ages; plan and coordinate these services with educational, health care, and other social service institutions that provide primary care, employment and training services; act as an advocate and liaison for the underprivileged and for those in need.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Adult Corrections Counselor			X	
Case Manager (for mentally retarded and developmentally disabled)				X
Chaplain (in corrections institution)			X	
Child and Youth Caseworker			X	
EAP (Employee Assistance Program) administrators, counselors)*				X
Employment and Training Counselor			X	
Geriatric Social Worker				X
Gerontology Counselor/Case Worker				
Intake Counselor			X	
Job Developer		X		
Mental Health Worker			X	
Mental Retardation Worker		X		
Ombudsperson (advocate, counselor)			X	
Outreach Worker			X	
Psychiatric Social Worker)*				X
Psychologist (need Ph.D or Psy. D)*				X
Rehabilitation Counselor				X
Rehabilitation Worker		X		
Respite Care Worker		X		
Resource Development Planners			X	
School Social Worker				X
Social Services Administrator (knowledge of Medicaid, Medicare, managed care and billing)				X
Substance Abuse Treatment Counselor			X	
Welfare Eligibility Workers		X		
Youth/Teen Corrections Counselor			X	
Youth Development Worker		X		

* = appears in other clusters

⌘ = certification required

Public Policy

Primary Function: Perform office duties and records management in accordance with federal, state and local laws, statutes and regulations; research, analyze, plan and implement policies; lobby to change or modify laws through public awareness and education, or through the electoral process.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Committee Clerk/Assistant Committee Clerk	X			
Lawyer (J.D. and admission to the Bar)				X
Legislative Aide/Liaison		X		
Paralegal		X		
Payroll and Benefits Assistant		X		
Policy Consultant (economic, environmental, healthcare) – Ph.D. preferred				X
Volunteer Programs Manager		X		

Regulatory and Law Enforcement

Primary Function: Perform duties in accordance with state and municipal codes associated with policing, fire protection and prevention, and public safety and security.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Canine Control Regional officer		X		
Code Enforcement Official		X		
Compliance Officer		X		
Correction Worker		X		
Corrections Administrator			X	
Detective and Investigator%			X	
Dispatcher: police, fire, ambulance	X			
Environmental Law Consultant (J.D. and admission to the Bar)%				X
Firefighter		X		
Fire Inspector		X		
Parole and Probation Officer			X	
Police Officer		X		
Security Officer/Manager				X
State Police Identification Technician		X		

* = appears in other clusters

⌘ = certification required

Information Technology

Primary Function: Provide information by operating technological systems and software related to computers, including microcomputers, data communications, local area networks (LAN), teleprocessing, and maintenance and storage; also provide systems support and training on software.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Data Entry Technician*	X			
Data Processing Librarian		X		
Help Desk Support*		X		
Library Technical Assistant		X		
Manager of Technical Support*		X		
Telecommunications Operations*	X			
User Support Specialist*		X		

Educators

Primary Function: Responsible for planning and teaching academic, social, and physical programs, and relaying pertinent information to parents. Note; For public school teachers, a bachelor's degree is needed initially, and a master's is needed within ten years.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Adult Education Teacher			X	
College/University Professor (Ph.D preferred)				X
Curriculum Development/Grants Specialist			X	
ESL Teacher (English as a Second Language)⌘				X
Guidance Counselor⌘				X
Kindergarten Teacher⌘			X	
Information Specialist			X	
Private Grammar/Secondary School Teacher			X	
Public School Teacher (at all levels)⌘			X	
Reading Specialist⌘				X
School-Business Coordinator (School to Career)				X
School Librarian (media specialist)⌘				X
School Psychologist⌘				X
School Speech Pathologist⌘			X	
Special Education Teacher⌘				X

* = appears in other clusters

⌘ = certification required

Social Scientists and Urban Planners

Primary Function: Conduct research and recommend planning and implementation of policies, services and programs that improve quality of life. Important issues are the environment, crime, communicable diseases, the elderly and the competitive global economy.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Economic Development Planner				X
Sociologist				X
Social Research Scientist				X
Urban/Regional Planner				X

Administrators

Primary Function: Direct the operations of government and educational institutions or their departments. Direct and manage staff, prepare reports and budgets. Communicate with other agencies and advocacy groups. Make recommendations to the public, the executive and legislative branches of government, or a governing board.

Job Title	H.S. Diploma	A.S.	BA/BS	Masters+
Educational Administrator				X
Public Administrator				X

Government, Education, and Human Services (High School or Associate's Degree)

Technical Skills	Child Services	Human & Social Services	Public Policy	Information Technology	Regulatory & Law	Administrative Clerical
<i>Reading:</i>						
Read and understand grant applications	X	X	X			
Ability to read and understand agency policies, laws and regulations, statutes and code provisions	X	X	X	X	X	
Locate information in federal, state and local statutes, and in regulations and technical references	X	X	X	X	X	
Knowledge of legal and legislative terminology	X	X	X		X	
Ability to complete grant applications	X	X				
Ability to prepare clear, concise, accurate reports	X	X	X	X	X	X
Ability to write routine business letters	X	X	X	X	X	X
Use professional terminology properly in written materials	X	X	X	X	X	
Ability to use legal terminology properly in written materials	X	X	X		X	
<i>Mathematics:</i>						
Ability to understand basic budget process	X	X	X			
Ability to apply mathematical knowledge in routine circumstances	X	X	X	X	X	X
<i>Scientific Knowledge and Skills:</i>						
General knowledge of psychology and physiology	X	X			X	
Knowledge of physiological and perceptual disorders such as learning disabilities, perceptual handicaps, etc.	X	X				
Knowledge of problems of adolescents and influences of the environment	X	X				

Government, Education, and Human Services (High School or Associate's Degree)

Technical Skills	Child Services	Human & Social Services	Public Policy	Information Technology	Regulatory & Law	Administrative Clerical
Knowledge of psychosis, personality disorder, psychopathology and violence	X	X				
Scientific Knowledge and Skills (cont.)						
Knowledge of the processes of normal human behavior, such as motivation, emotion, neurosis, etc.	X	X				
Basic knowledge of psychotropic/anti-anxiety drugs and their therapeutic use	X	X				
Knowledge of group therapy techniques such as client-centered behavior modification techniques	X	X				
Knowledge of first aid procedures	X	X				
Knowledge of various symptoms caused by nonprescription drugs	X	X			X	
Knowledge of principles and practices involved in the care, custody and rehabilitation of youth	X	X				
Knowledge of principles and practices of family therapy	X	X				
Ability to apply general scientific knowledge in a variety of circumstances (e.g. environment)		X	X		X	
Knowledge of toxic and flammable substances					X	
Speaking and Listening Skills:						
Ability to recruit and utilize volunteers	X	X	X			
Ability to phrase legal concepts clearly	X	X	X			

Problem-Solving and Analytical Skills:						
Ability to analyze and interpret laws and regulations	X	X	X		X	
Ability to gather and analyze data	X	X	X			

Government, Education, and Human Services (High School or Associate's Degree)

Technical Skills	Child Services	Human & Social Services	Public Policy	Information Technology	Regulatory & Law	Administrative Clerical
Ability to use social service resources efficiently	X	X	X			
Some ability to conduct research studies	X	X	X			
Ability to understand systems and key components	X	X	X	X	X	X
<i>Occupation-Specific Knowledge and Skills:</i>						
Knowledge of services provided by agency or provider	X	X	X		X	X
Knowledge of community resources and services	X	X	X		X	X
Knowledge of relevant state and federal laws	X	X	X		X	
Knowledge of basic office methods and procedures	X	X	X	X	X	X
Knowledge of basic office equipment	X	X	X	X	X	X
Ability to assess client behavior in terms of desired objectives and in relation to others	X	X				
Ability to mediate problems	X	X	X		X	
Ability to assess individual behavior and observe changes in clients	X	X				
Ability to interpret statutes, laws and regulations	X	X	X		X	

Ability to comprehend trends in public policy		X	X			
Ability to develop solutions/strategies to implement public policy goals			X			
Ability to develop solutions/strategies to address public safety concerns		71			X	

Government, Education, and Human Services (High School or Associate's Degree)

Technical Skills	Child Services	Human & Social Services	Public Policy	Information Technology	Regulatory & Law	Administrative Clerical
<i>Occupation-Specific Knowledge and Skills:</i>						
Ability to interpret case law, legal documents and other written materials			X		X	
Knowledge of early childhood education	X	X				
Basic knowledge of disciplinary techniques and guidelines for their use	X	X				
Skills in recognizing nonverbal communication such as body language	X	X			X	X
Expertise in legal research techniques			X		X	
Basic knowledge of legislative and administrative government processes			X		X	
Knowledge of law enforcement practices and routines					X	
Ability to learn state and municipal laws, regulations and procedures	X	X	X	X	X	
Ability to maintain a complex set of records	X	X		X		X
Some public relations skills in dealing with clients and social service agencies.	X	X	X	X	X	X
<i>Computer Skills:</i>						
Basic knowledge of the concepts of the network and Internet/Intranet usage.				X		X
Knowledge of the functioning and use of information technology	X	X	X	X	X	X